

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼**  
**HUMAN RESOURCES ENTERPRISE**

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**WAREHOUSE OPERATIONS WORKER**

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**DEFINITION**

Under general supervision, performs manual laboring tasks using mechanical equipment such as forklifts, handtrucks, dollies or other mechanical warehouse equipment in a warehousing operation, distribution center, or other large storage facility; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Loads and unloads shipments received from trucks or railroad cars onto or from pallets, trays, racks, conveyors and related devices.

Conveys materials from receiving dock to storage area using equipment such as forklifts, handtrucks, dollies or other mechanical warehouse equipment.

Stacks or palletizes items according to size, shape, code or related characteristics.

Opens shipping containers with steel cutters, crowbars, clawhammers or other hand tools.

Installs strapping, bracing or padding to prevent damage in transit.

Reads work order or follows instructions to move items into the facility.

Selects items from stock according to manifests and invoices and assembles items for issue and shipment according to clear instructions.

Learns what is contained in aisles, rows and tiers and how these locations are identified.

Prepares shipping tags and labels in accordance with specific instructions.

Services and performs minor repairs to equipment as required to maintain serviceable operating conditions.

Performs custodial work in maintaining the warehouse.

Meets standards which are set up to monitor prices of cases which are handled during the course of a day.

**COMPETENCIES REQUIRED**

Knowledge of elementary arithmetic: addition, subtraction, division and multiplication.

Ability to read and write the English language and to follow oral and written instructions.

Ability to stand, stoop, bend and work in tiring and uncomfortable positions.

Ability to work at a rapid pace for long periods of time.

Ability to frequently lift and carry items that weigh up to 100 pounds.

Ability to work in areas that are hot, cold, damp, drafty or poorly lighted.

Ability to operate and control a self-propelled forklift or other mechanical equipment.

Ability to perform the work as demonstrated by successful performance through the probationary period.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

No specific education or experience is required.

Effective Date: 12/94 BW